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ABSTRACT

The San Diego Community College District (SDCCD) implemented mail registration for all continuing students in spring 1986. In fall 1986, a comprehensive evaluation of the registration system was conducted to assess the impact of mail registration on student enrollment, to determine the impact of mailing class schedules to students' homes, to determine why students chose to enroll in person given the mail registration option, to receive feedback on the clarity of registration materials and the logistics of the process, and to compile a brief profile of students enrolling by mail. A direct mail survey of all continuing students who enrolled by mail for fall 1986 (N=8,125) and an intercept survey of continuing students who enrolled in person (N=4,638) were conducted. Study findings, based on a response rate of 26.3% to the mailed survey and 80.8% to the intercept survey, included the following: (1) 6% of those who enrolled by mail would not have enrolled at all if they had had to enroll in person; (2) 18% would not have enrolled by mail if they had not received their schedule of classes in the mail; (3) over 24% of those who enrolled in person said they did so because they could not pay the fees 2 months in advance; and (4) 17% experienced problems with mail registration. The survey instruments are appended. (LAL)

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ED279385

EVALUATION OF MAIL REGISTRATION

October, 1986

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MAIL REGISTRATION

Prepared by: Research & Planning
October, 1986

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BACKGROUND

The San Diego Community College District implemented mail registration for all continuing students in the Spring, 1986 semester. A planning/implementation team, which consisted of counselors, Admissions staff, and a representative from Computing Services, met for several months to plan the new process, work through the logistical details, and design the materials.

The first semester of mail registration (Spring, 1986) was successful. Processing went smoothly and the implementation team was very pleased. Planning for the Fall semester was similar to Spring with some modifications. The logistical plan was altered by moving the processing of enrollment materials from a central location to each of the colleges. This change allowed for an increase in processing capacity due to additional computer terminals, staff and work stations. In addition, it was no longer necessary to relocate the colleges' Admissions staff to a central processing station. Nevertheless, according to District Student Services, decentralization of the function added some additional costs and seemed to be less efficient.

The registration documents for Fall were also modified and improved. The revisions to the materials were in response to feedback from students on specific items that appeared to be confusing the previous semester. The documents have been further refined for the upcoming Spring semester.

A self-evaluation of the process was conducted by the implementation team after the first semester. A questionnaire was distributed to the members of the team as well as to those who processed the enrollment materials and to selected faculty leadership (see **Appendix A**). The purpose of the questionnaire was to

receive information on how well the system worked and to plan for improvement in subsequent semesters. The self-evaluation resulted in modification to the registration documents as identified in the previous paragraphs. In addition, the evaluation helped to identify and resolve specific issues and logistical concerns such as centralized versus decentralized processing.

At the onset of the second semester, District staff discussed plans to conduct a comprehensive evaluation of the new registration system. An evaluation plan was designed by the Research and Planning Office and reviewed by Student Services staff. The purpose of the evaluation was:

- to assess the impact of mail registration on student enrollment;
- to determine the impact of mailing class schedules to the student's home;
- to determine why students choose to enroll in person, given the choice of "mail-in" versus "walk-in" enrollment;
- to receive feedback on the clarity of the registration materials and on the logistics of the process; and
- to compile a brief profile of students who are enrolling by mail as well as in person (continuing students).

METHODOLOGY

The evaluation consisted of two parts: a direct mail survey to all continuing students who enrolled by mail for Fall, 1986; and an intercept survey of continuing students who enrolled in person at each of the colleges' enrollment centers. The focus of each questionnaire was slightly different in that each was directed at a specific purpose.

The direct-mail questionnaire was sent to students with their enrollment confirmation (see **Appendix B**). There were 8,125 questionnaires mailed to continuing students who enrolled by mail. Each questionnaire included a postage-paid return on the back of the questionnaire. The students were allowed one month to respond. The Research and Planning Office received 2,140 completed questionnaires by the deadline date, which represented a 26.3% return rate. It should be noted that 227 additional questionnaires were returned after the deadline which have not been included in the results. The return by campus was as follows:

Mail Registration Survey

	Total Mailed	Total Returned	Return Rate %
City	2256	624	27.7
Mesa	5288	1287	24.3
Miramar	533	197	37.0
ECC	48	19	39.6
Unknown	-	13	-
Total	8125	2140	26.3

METHODOLOGY (cont)

The intercept questionnaire was distributed by the enrollment staff to continuing students who enrolled in person during the continuing student enrollment period (see **Appendix F**). Each student was given a survey card to complete while their enrollment information was being processed. The completed surveys were collected and returned to the Research and Planning Office at the end of each day. The return rate by campus follows.

Survey of Walk-in Students

Site	Number of Students Who Enrolled *	Number of Completed Surveys Returned	Number of Surveys Returned and Not Included	% Return Rate
City	1185	966	214	81.5
Mesa	2833	2456	387	86.7
Miramar	620	328	48	45.2
ECC	Due to erroneous distribution procedures, data for ECC cannot be used.			
Total	4638	3750	649	80.8

* **Note:** This count includes only those students who enrolled during the continuing student enrollment period (6 days).

RESULTS

Mail Registration Survey

The results of the mail registration survey were overwhelmingly positive. The total number of respondents was 2,140. Each question will be discussed individually.

QUESTION 1: Would you have enrolled for the Fall semester if you could not have enrolled by mail?

	Total	City	Mesa	Miramar
YES	89.1%	91.7%	88.0%	88.8%
NO	5.9%	4.0%	6.9%	5.6%
DON'T KNOW	4.6%	4.0%	4.6%	5.6%
NO RESPONSE	.4%	.3%	.5%	

Approximately 6% (126) of the students indicated that they would not have enrolled at all if they could not have enrolled by mail. Although this percentage is proportionately small, it is substantial during times of declining enrollment. In terms of average daily attendance (ADA) these students represent approximately $54,000 - $81,000 in revenue, which would have been lost. Further, projecting this percentage of respondents who would not have enrolled to the whole group of continuing students who enrolled by mail Fall, 1986, the loss of students and ADA would have been considerably greater. An additional 4.6% of the respondents were not certain whether they would have enrolled or not, which could also have contributed to enrollment losses districtwide.

An analysis of responses for each of the colleges shows very little difference compared to the overall results. The percentage of students responding "no" ranged from 4.0% at City to 6.9% at Mesa College.

QUESTION 2: If you received your registration materials in the mail but had to go to the college to pick up a schedule of classes, would you still have enrolled "by mail?"

	Total	City	Mesa	Miramar
YES	73.0%	71.8%	76.7%	54.8%
NO	18.1%	17.9%	15.5%	32.0%
DON'T KNOW	7.6%	9.0%	6.6%	10.7%
NO RESPONSE	1.3%	1.3%	1.2%	2.5%

If not, would you have enrolled "in person?"

	Total	City	Mesa	Miramar
YES	69.8%	72.3%	64.5%	77.8%
NO	15.8%	13.4%	19.0%	12.7%
DON'T KNOW	8.3%	6.3%	10.5%	4.8%
NO RESPONSE	6.2%	8.0%	6.0%	4.8%

Note: N = 387 (Data includes only the reponses of the students who responded "No" to the first part of the question - 18.1%.)

The results to this question show that 18% of the students would not have enrolled by mail if they did not receive their schedule of classes in the mail. Further analysis indicates that of that group, 69.8% would have enrolled in person. The net result being a loss of students and ADA if class schedules were not delivered to the student's home.

Analysis of the results by campus indicates a substantial variance in the response of Miramar students when compared to the other two colleges. Where 18% of the total group stated that they would not have enrolled by mail, 32% of Miramar respondents stated they would not have enrolled by mail if they did not receive a schedule. Of that group, 77.8% stated they would have enrolled in person. This may be due to the distance the students would travel to pick

QUESTION 2: (cont)

up a schedule. The students at Mesa College, who indicated that they would not have enrolled by mail if their schedules were not delivered to their home, showed the greatest potential loss. Nearly 20% of this group would not have enrolled at all, and 11% were uncertain.

The mailing of class schedules to continuing students cost the District approximately $13,500 last semester. Many question whether the benefits outweigh the costs of this mailing. The answer to this question is reflected throughout the responses to both questionnaires. For example, many students expressed frustrations with the fact that their class schedule arrived much too late. Others stated that they did not enroll by mail because they had to go to the college to pick up a class schedule "anyway." In addition, in the comments section, students strongly stated that class schedules should be sent with registration materials.

QUESTION 3: Were the mail registration materials easy to understand?

	Total	City	Mesa	Miramar
YES	97.4%	97.1%	97.8%	95.9%
NO	1.1%	1.3%	.9%	1.5%
DON'T KNOW	.4%	.5%	.3%	.5%
NO RESPONSE	1.1%	1.1%	.9%	2.0%

The responses to this question clearly indicate that the registration materials were easy to understand. A review of the explanations stated by the students who had problems with the registration forms suggests that the

QUESTION 3: (cont)

problems were very individual. Examples of some of the comments include:

- None of the registration materials has ever been easy for me to understand.
- Why does the process of enrolling and reception of registration papers take 5 weeks?
- Admissions signed me up for ASB on my credit card entailing several trips and much hassle.
- Wish the college catalog was readable.
- Materials came out during summer registration and easily confused Fall with Summer session.
- Need to explain parking permits. I sent a check for both a day and evening permit.
- Wordiness could be streamlined.
- Wording in the second section was not clear.
- Not flexible to allow for students with "special situations."
- Too many parts/pages...bulky.
- Unclear as to whether I needed a counselor's signature.
- They were understandable but not necessarily easy.
- I work in the Admissions Office at UCSD and hope we can copy your system. The procedure is exceptionally well done.

Refer to **Appendix C** for a complete listing of comments to Question 3.

QUESTION 4: Did you have enough time to complete and return the registration materials?

	Total	City	Mesa	Miramar
YES	89.7%	81.9%	92.9%	92.9%
NO	9.4%	16.3%	6.5%	6.6%
DON'T KNOW	.6%	1.0%	.2%	-
NO RESPONSE	.4%	.8%	.4%	.5%

For the most part, the students who enrolled by mail felt there was adequate time to complete the registration materials. However, an analysis

QUESTION 4: (cont)

by campus shows that City College students were disproportionately affected by the time line. This may be primarily due to the fact that their class schedules were mailed later than the other two colleges.

Further analysis shows that 23% of the students who enrolled "in person" stated that there was not enough time to complete the registration materials. In addition, when asking the students who enrolled in person why they chose to enroll in person, one of the most common responses was that they needed more time. Consequently, there was a large group of students not reflected in the response to this question who felt the timeline was too tight.

QUESTION 5: Is there too much time between when the registration materials are due and when classes start for Fall?

	Total	City	Mesa	Miramar
YES	23.2%	24.8%	21.8%	25.9%
NO	71.3%	68.9%	72.6%	71.6%
DON'T KNOW	4.2%	4.8%	4.2%	2.0%
NO RESPONSE	1.3%	1.4%	1.4%	.5%

The purpose of this question was to determine if payment of the enrollment fee two months in advance had an impact on the student's decision to enroll by mail. The registration fees for Fall '86 were due June 16, 1986 and classes began August 18th for City and Mesa Colleges and September 2nd for Miramar College. Nearly one fourth of the students who enrolled by mail stated that this was too much time. In addition, further analysis shows that the two-month

QUESTION 5: (cont)

advance payment of fees was a definite problem for many of the students who chose not to enroll by mail. More than 24% of the students who enrolled in person stated that they did not enroll by mail because they could not or did not want to pay the fees so far in advance . Additionally, many more responded in another question that they chose to enroll in person because they did not have the money at the time the materials were due.

QUESTION 6: Would you like to see mail registration continue? Why?

	Total	City	Mesa	Miramar
YES	97.7%	97.0%	98.1%	97.0%
NO	.4%	.2%	.6%	-
DON'T KNOW	1.0%	1.4%	.6%	1.5%
NO RESPONSE	.9%	1.4%	.6%	1.5%

The response to this question was almost unanimous. Nearly 100% of the respondents stated that they would like to see mail registration continue. A number of students felt so strongly about continuing mail registration that they wrote further justification in the "Additional Comments/Suggestions" section of the questionnaire.

When asked "why?", the students agreed on the following responses:

- convenient
- easier for working students
- saves time
- easier
- no need to stand in line for hours
- please continue

QUESTION 6: (cont)

Additional comments included:

- lines were enough to discourage even the most dedicated student
- makes it easier to select the best classes
- saves on gas
- makes it easier to plan a semester
- reduces confusion the first day of class
- advantage to choose classes earlier
- encourages you to continue school because it is easier
- saves parking hassle
- I can take my time at home

QUESTION 7: Did you encounter any problems with mail registration? If so, please specify.

	Total	City	Mesa	Miramar
YES	16.8%	22.8%	13.8%	16.2%
NO	80.7%	74.5%	83.8%	81.7%
DON'T KNOW	.4%	.6%	2.2%	-
NO RESPONSE	2.1%	2.1%	.2%	2.0%

Nearly 17% of the students experienced problems with mail registration. The most commom problem that was cited was "did not receive class schedule/class schedule arrived late." This may be the reason for the disproportionately higher response by City College students in that their schedules were mailed later than Mesa or Miramar. Additional problems included:

- couldn't get counseling
- received packet late
- received wrong packet
- missing parking sticker
- deadline too early

The majority of the problems were very individual and should be carefully reviewed by Student Services. Refer to **Appendix** D for a complete listing.

RESULTS (cont)

The questionnaire also included a section for "Additional Comments/ Suggestions." The common thread running through the comments was to commend the idea of mail registration and to ask that it continue. In addition, many thoughtful suggestions were included. Examples of some of the comments and suggestions follow.

- o difficult to know which classes to register for that far in advance
- o include a phone number on confirmation for potential questions
- o would like to see mail registration for summer session
- o include stamp for returning packet
- o there should be an advisor available to sign off for "requirement met" during the registration period
- o would like to be able to register at two colleges at the same time
- o drop box was locked after hours; provide a 24-hour drop box
- o the add/drop system needs improvement
- o make schedules available sooner
- o all went well except for the trip to the counselor
- o reinstate priority registration
- o it would be nice to be able to order a catalog with mail registration
- o enclose more than one parking application
- o would like a booklist in advance to avoid a rush at the bookstore
- o place a drop box in the parking lot
- o enclose sticker for Associated Students
- o streamline prerequisite documentation process
- o have new students enroll by mail
- o think there should be responses to complaints about instructors
- o please evaluate add/drop procedure
- o catalogs are a web of confusion

The comments and suggestions provided by the students should be carefully reviewed by Student Services as well as the college administrator. For a complete list of Additional Comments/Suggestions, refer to **Appendix E.**

RESULTS (cont)

Demographic Summary

The chart on the following page is a demographic profile of the continuing students who enrolled by mail and of the total group of continuing students.

A comparison of the two groups shows some interesting characteristics. For example, students who enrolled by mail were older than the total group of continuing students. Where 49% of the students who enrolled by mail were over 30 years of age, only 38% of the total group of continuing students fell in that age group. In addition, students under 24 years of age were slightly underrepresented in the group of students who enrolled by mail.

Comparison of the ethnic distribution shows that proportionately Black students were less likely to enroll by mail. Where 8.3% of the continuing students were Black, only 3.6% of the students who enrolled by mail were Black. Whereas White students represented a larger proportion of the students who enrolled by mail (70.2%) than of the total group of continuing students (62.7%).

The workload of the students who enrolled by mail was fairly representative of the total group of continuing students. However, a slightly higher percentage of full-time students (12 or more units) enrolled by mail.

Due to the unusually large percentage of students who did not respond to gender, a comparison cannot be made.

RESULTS (cont)

Demographic Profile of Students Who Enrolled by Mail

	Respondents	All Continuing Students Fall '86
SITE	%	%
City	29.2	31.8
Mesa	60.1	54.1
Miramar	9.2	11.7
ECC	1.0	2.4
AGE		
Under 18	.8	.4
18	2.1	1.9
19	5.0	7.3
20	4.7	7.8
21	4.4	6.8
22	4.3	6.2
23	4.2	5.3
24	4.5	4.6
25-29	20.7	21.4
30-34	17.2	14.6
Over 34	31.3	23.5
ETHNICITY		
American Indian	1.3	1.3
Asian	7.8	9.0
Black	3.6	8.3
Caucasian	70.2	62.7
Hispanic	6.8	9.8
Filipino	2.4	4.2
Other	4.0	2.2
No Response	3.9	2.3
GENDER		
Male	29.8	49.4
Female	52.3	50.4
No Response	17.8	.1
WORKLOAD		
0 Units	.5	9.5
.5 - 2.5	7.5	7.3
3.0 - 5.5	30.0	28.1
6.0 - 8.5	19.6	18.8
9.0 - 11.5	12.5	12.8
12+	28.7	23.5
No Response	1.2	0
	N = 2140	N = 17659

Intercept Survey of Walk-in Students

The purpose of the questionnaire distributed to those continuing students who chose to enroll in person was to determine why so many students did not enroll by mail. Approximately 3,150 completed questionnaires were returned. The results of each question follow.

QUESTION 1: Were you enrolled last Spring (Spring '86)?

This question was included to assure that only continuing students were included in the sample. If a student responded "NO" to this question, the questionnaire was not included in the analysis except under special circumstances. For example, oftentimes a student responded "NO" to this question if they were enrolled Spring '86 but did not complete the semester. In such a case, the completed questionnaire was included in the results because the student did receive his/her registration materials in the mail.

QUESTION 2: Did you receive your registration materials in the mail?

	Total	City	Mesa	Miramar
YES	89.3%	90.0%	88.5%	90.7%
NO	10.5%	9.7%	11.2%	8.9%
NO RESPONSE	.3%	.3%	.2%	.4%

The mailing list for registration materials is generated from a computer tape of students who were enrolled the previous semester. This list of students is comprehensive in that it includes all students who enrolled regardless of whether they completed the semester. There were 330 (10.5%) respondents who did not receive their registration materials in the mail.

QUESTION 2: (cont)

Although it is not possible to determine the exact reasons why these students did not receive their materials in the mail, it is safe to assume that the problem was primarily due to incorrect addresses. Student Services reported that 939 (2.4%) of the 40,566 registration packets that were originally sent out were returned due an incorrect address. This is a proportionately smaller rate than what the survey reports, indicating that there may have been other problems as well. In addition, further analysis shows that 63% of the students who did not receive their registration materials in the mail did not receive a class schedule in the mail. This supports the assumption that there may have been a problem with correct addresses.

QUESTION 3: Were the mail registration materials easy to understand?

	Total	City	Mesa	Miramar
YES	87.4%	88.7%	87.1%	85.4%
NO	5.1%	5.0%	4.7%	7.5%
NO RESPONSE	7.6%	6.2%	8.2%	7.1%

A slightly larger percentage of the group of students who enrolled in person, compared to those who enrolled by mail, felt that the registration materials were not easy to understand (1.1% vs. 5.1%). Once again, the problems appeared to be with the schedule of classes or they were individual. Refer to the comments/suggestions section, **Appendix H.**

RESULTS (cont)

QUESTION 4: Did you receive a schedule of classes in the mail?

	Total	City	Mesa	Miramar
YES	70.4%	73.3%	68.5%	77.1%
NO	27.9%	25.4%	29.7%	21.4%
NO RESPONSE	1.6%	1.3%	1.7%	1.4%

More than one fourth of the students who enrolled in person did not receive their schedule of classes in the mail. Further analysis indicates that of this group, only 24% did not receive their mail registration packets in the mail. Consequently, the problem of schedule delivery was not necessarily related to the mailing of registration materials.

QUESTION 5: Did you feel there was enough time to complete and return the registration materials?

	Total	City	Mesa	Miramar
YES	69.6%	74.2%	66.8%	76.1%
NO	23.2%	19.8%	25.4%	16.8%
NO RESPONSE	7.2%	6.0%	7.7%	7.1%

Assuming there were not any postal problems, the students were allowed less than three weeks to complete and return their registration packet. The response to this question, coupled with the response to Question 9, indicates that a large percentage of students, particularly at Mesa College, felt there was not enough time to complete the registration materials.

RESULTS (cont)

QUESTION 6: Is there too much time between when the registration materials are due and when classes start for Fall?

	Total	City	Mesa	Miramar
YES	25.4%	24.8%	25.4%	26.1%
NO	68.6%	70.3%	68.1%	67.9%
NO RESPONSE	6.0%	4.9%	6.4%	6.1%

As was previously stated, the registration materials are due two months before classes begin. Twenty-five percent of the students who enrolled in person felt that this was too much time. The issue is not only the fact that fees have to be paid in advance, but that some students cannot plan their schedules that far in advance due to work schedules and family commitments.

QUESTION 7: Did you not enroll my mail because you did not want to pay the enrollment fee so far in advance?

	Total	City	Mesa	Miramar
YES	23.6%	26.4%	22.6%	23.9%
NO	71.0%	69.1%	71.7%	70.4%
NO RESPONSE	5.4%	4.5%	5.7%	5.7%

Response to this question supports the fact that there were many students who did not enroll by mail because of the advance payment of the enrollment fee.

QUESTION 8: Do you intend to enroll by mail in the future?

	Total	City	Mesa	Miramar
YES	72.1%	65.7%	75.4%	65.7%
NO	17.2%	22.7%	13.3%	30.4%
NO RESPONSE	10.7%	11.6%	11.4%	3.9%

QUESTION 8: (cont)

Nearly 75% of the students who enrolled in person indicated that they plan to enroll by mail in the future. Long registration lines at the colleges may have contributed to this decision. Analysis by college indicates that there was a notable difference between the students' responses, particularly with students at Miramar College and those at Mesa College. This may be due to the considerable difference in the size of the student population as well as registration lines.

QUESTION 9: Why did you choose to enroll in person?

The students cited many reasons for enrolling in person. The most common reasons that were stated included:

- missed the mail-in date
- needed more time to decide
- never received the mail registration materials
- unsure of classes at this time
- was on vacation when materials came
- forgot
- did not have the money at the time
- lost my packet
- needed to see a counselor
- easier and more convenient; prefer to register in person
- wanted to be sure I got all my classes
- wanted to coincide with work schedule
- changed my mind about coming

QUESTION 9: (cont)

Many of the comments confirm administration's assumptions as to why more students did not take advantage of the mail registration system: timing and finances. In addition, the responses to Question 9 support the results of several other questions in the mail survey, particularly that advance payment of fees and short timeline were the biggest factors contributing to students not taking advantage of mail registration. Refer to **Appendix G** for a complete list of responses to this question.

A Comments/Suggestions section was included at the end of the questionnaire. Several students complimented the college and many others had thoughtful suggestions. Some of these suggestions included:

- send out schedules ahead of time
- need more counselors; was in line 20 minutes
- stop changing your programs
- need more time to enroll by mail
- ensure that packets go out correctly
- have a phone number to call for questions
- send out booklists at enrollment time
- rank students by units completed
- should be able to check prerequisite by mail
- add a "45 and older" age category

Refer to **Appendix H** for a complete list of responses to the Comments/Suggestions section.

Demographic Summary

A demographic profile of continuing students who enrolled in person is on the following page. A comparison of these students with the total group of continuing students indicates several differences. For example, in the "campus" category, Mesa College had a greater proportion of students who enrolled in person than their representation in the student population.

The "age" distribution of walk-in students was the opposite of the age distribution of mail-in students. Students under the age of 24 had a slightly greater representation in the group of students who enrolled in person and students over the age of 30 were underrepresented. The "ethnic" distribution was fairly representative for all groups except White, although it is difficult to assess due to the percentage of "no response" in the group of respondents.

Unlike the mail-in students, the "workload" distribution for walk-in students was varied. There was a considerably larger proportion of students with 12 or more units in the group of respondents and less in the 3 - 5.5 units category when compared to the total group of continuing students. In addition, there was a much higher percentage in 0 units category for the total group of continuing students.

RESULTS (cont)

Demographic Profile of Students Who Enrolled in Person

	Respondents	All Continuing Students Fall '86
SITE	%	%
City	23.9	31.8
Mesa	65.7	54.1
Miramar	8.9	11.7
ECC	1.5	2.4
AGE		
Under 18	1.0	.4
18	2.3	1.9
19	8.4	7.3
20	9.3	7.8
21	8.2	6.8
22	7.0	6.2
23	5.5	5.3
24	5.0	4.6
25-29	18.8	21.4
30-34	11.7	14.6
Over 34	16.8	23.5
No Response	6.0	0
ETHNICITY		
American Indian	2.3	1.3
Asian	9.0	9.0
Black	6.1	8.3
Caucasian	52.9	62.7
Hispanic	9.5	9.8
Filipino	5.3	4.2
Other	5.0	2.2
No Response	9.9	2.3
GENDER		
Male	46.9	49.4
Female	45.9	50.4
No Response	7.1	.1
WORKLOAD		
0 Units	.3	9.5
.5 - 2.5	5.7	7.3
3.0 - 5.5	19.4	28.1
6.0 - 8.5	17.8	18.8
9.0 - 11.5	14.0	12.8
12+	35.0	23.5
No Response	7.5	0
	N = 3150	N = 17659

SUMMARY AND RECOMMENDATIONS

The results of this evaluation strongly support mail registration. Students who enrolled by mail Fall, 1986, were almost unanimously in favor of continuing mail registration. In addition, nearly 75% of the 3,700 respondents who enrolled in person indicated that they plan to enroll by mail next semester.

The results clearly indicate that mail registration is not only a convenience, but that it saves valuable time for many students particularly those who are working and have families. Further, students felt strongly about receiving their class schedules with their registration documents and some asked that they receive schedules from the other colleges as well. A number of students experienced problems with the registration process, the majority of which were related to class schedule delivery or very individual.

Careful analysis of the results points to several areas that need further refinement or review. Recommendations to improve the existing system follow.

1. Coordinate the delivery of registration materials and class schedules so that they arrive at the same time.

   One of the biggest problems that students encountered with mail registration was that their schedule arrived too late or did not arrive at all. In addition, many students stated that they would not enroll by mail, or not enroll at all, if they had to go to the college to pick up their schedule of classes. Efforts should be made to coordinate the delivery of schedules and registration packets.

2. Schedule the delivery of registration documents closer to the appropriate semester (particularly for Fall).

   Currently, there is more than two months between when the materials (fees) are due and when classes start for Fall. Approximately 25% of the students felt this was too much time. In addition, a larger group of students who elected not to enroll by mail indicated they did not want to or could not pay their fees that far in advance. Many students felt they were unable to select their courses so far in advance due to work and family commitments. Others asked that grades are delivered before the

2. (cont)

registration materials are delivered so that they can appropriately assess prerequisites and other requirements for courses they plan to take. Thus, this time period has become a barrier for many students.

3. Conduct a campus media campaign every semester reminding students that they should have a correct address on file to assure proper and prompt delivery of registration documents.

Approximately 10% (330) of the students who enrolled in person did not receive their registration materials in the mail. This figure may be substantially greater considering the thousands of students who did not re-enroll for the fall semester. In addition, Student Services reported that nearly one thousand registration packets were returned due to insufficient addresses, not to mention those with sufficient addresses that simply never reached the students. Having correct student addresses on file at the college is very important as the benefits for the student would extend beyond registration: grades, surveys, promotional materials, etc.

4. Determine the feasibility of having a mail registration "hotline" for students who have questions or need assistance.

Several students suggested or referenced a need for a number to call for information about mail registration. Traditionally, the telephone lines in the enrollment centers are very busy during enrollment. A special number would allow the student better access and perhaps eliminate a special trip to the campus to have a question answered.

5. Determine the feasibility of having several 24-hour "drop boxes" located conveniently on campus for registration packets.

Many of the respondents suggested improvements to the drop box situation. Some students requested that there be a "drive-up" box; others requested the hours of the current box be extended; some said they could not locate the box and others requested that there be a 24-hour drop box on campus. These suggestions should be explored further.

6. Determine the feasibility of extending mail registration to summer session as well as to new students.

The results of this evaluation clearly show that mail registration is a tremendous convenience for large groups of SDCCD students, particularly those who work and have families. Some have asked that we include the new student in the process and others asked that we incorporate the service for summer school. It would be worthwhile pursuing these suggestions.

7. Review and refine the process of obtaining a parking permit.

Several students expressed problems with obtaining parking permits and with the clarity of the form. Some received a motorcycle instead of an automobile permit. Others were unclear as to whether they had to purchase a "day" and an "evening" permit, and some students actually sent money in for both permits. There were students who never received their permits as well as those who received the wrong permit. A careful review of the process and the form should be conducted to eliminate these problems.

APPENDICES

Mail Registration Survey

San Diego Community College District

MAIL REGISTRATION EVALUATION QUESTIONNAIRE

1. What do you think are the most important **advantages** of mail registration?

   _____

   _____

2. What do you think are the **disadvantages**? _____

   _____

   _____

3. How early before the semester begins should mail registration occur?

   _____

4. Did any students express concern that they did not have enough time to complete and return the registration mailer?

   _____

   _____

5. Should students using mail registration have priority over "walk-in" enrollment?

   YES ___ NO ___ Why or why not? _____

   _____

6. Do you think we should accept and process mailers **after** the stated deadline? (November 15th for Spring Semester)

   YES ___ NO ___ Why or why not? _____

   _____

7. Should mail registration be extended to **new** students in the future?

   YES ___ NO ___ Why or why not? _____

   _____

8. Do you think mail registration processing ought to be **centralized** (districtwide) or **decentralized** (two regions or four sites)?

   CENTRALIZED ___

   DECENTRALIZED ___ Two regions ___ Four sites ___

9. What impact has mail registration had on your office/department?

   _____

   _____

10. Overall, how would you rate the mail registration process this term?

EXCELLENT ___ GOOD ___ AVERAGE ___ FAIR ___ POOR ___

11. Would you like to see mail registration continue?

YES ___ NO ___ Why or why not? _____

_____

12. Please identify any important problems you have encountered.

_____

_____

13. Do you have any ideas, suggestions, or recommendations to improve mail registration next semester?

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

NAME: _____

COLLEGE/SITE: _____

December 12, 1985

Dear Student,

This is the second semester students have been able to enroll by mail. The San Diego Community College District is currently in the process of evaluating "Mail Registration."

Please help us by completing the questionnaire below. Fold and staple so the address is on the outside and mail the survey no later than August 1, 1986. No postage is necessary.

Thank you for your assistance.

PLEASE CHECK ONE:

	YES	NO	DON'T KNOW
1. Would you have enrolled for the Fall semester if you could **not** have enrolled by mail?	____	____	____
2. If you received your registration materials in the mail but had to go to the college to pick up a schedule of classes, would you still have enrolled "by mail?"	____	____	____
If not, would you have enrolled "in person?"	____	____	____
3. Were the mail registration materials easy to understand?	____	____	____
If not, please explain: _____			
4. Did you have enough time to complete and return the registration materials?	____	____	____
5. Is there too much time between when the registration materials are due and when classes start for Fall?	____	____	____
6. Would you like to see mail registration continue?	____	____	____
Why? _____			
7. Did you encounter any problems with mail registration?	____	____	____
If so, please specify: _____			

COLLEGE:

City ____ Mesa ____

Miramar ____ ECC ____

GENDER:

Male ____

Female ____

AGE:

Under 18 ____ 23 ____

18 ____ 24 ____

19 ____ 25-29 ____

20 ____ 30-34 ____

21 ____ Over 34 ____

22 ____

ETHNICITY:

Amer.Indian ____

Asian ____

Black ____

Caucasian ____

Hispanic ____

Filipino ____

Other ____

STUDY LOAD NEXT FALL:

0 Units ____ .5 - 2.5 Units ____ 3.0 - 5.5 Units ____

6.0 - 8.5 Units ____ 9.0 - 11.5 Units ____ 12+ Units ____

Additional Comments/Suggestions: _____

QUESTION 3: Were the mail registration materials easy to understand?

The materials didn't arrive in my mailbox until the afternoon of the deadline.

Yes, very step-by-step.

None of the registration material has ever been easy for me to understand.

Aviation class information was not available in mail packet for this semester.

Yes, the procedure is exceptionally well done. I work in Admissions at UCSD and hope we can copy your system.

Yes, quite simple.

Needed a class schedule.

Why does the process of enrolling and reception of registration papers take 5 weeks?

I did not receive a schedule in the mail; had to borrow from a friend.

Yes, very easy.

Yes, good job.

I made an error in the amount for parking. Admissions signed me up for ASB on my credit card, entailing several trips...much hassle.

Not sure if I had mail registration material given to me.

Yes, very clearly written; wish the college catalog was readible.

OK, but came out during summer registration; easily confused fall with summer.

The parking permit - it never said that the day permit covers both, so I sent a check for both. You need to explain that. Thanks.

Yes, one step at a time.

The sentences and wordiness could be streamlined.

I didn't receive a class schedule.

Maybe the instructions could have been easier to understand.

A bit long, but adequate; persons attending college should be able to understand easily.

Wording was not clear in the second section.

I apparently didn't get the right amount for parking. More lines.

Well done.

I was in program, but registration slip to be returned could be changed.

Vague in spots. Generally, with patience, was okay.

Not specific and not capable of allowing "explanations" of student's "special situations."

QUESTION 3: (cont)

Too many pages and too different from the normal registration materials.

Yes, registration by mail is great especially when you work and cannot stand in those 4-6 hour lines. Mesa is a great resource to the whole community.

Easy enough.

A registration booklet was not mailed to me.

I did not understand the section saying I needed a counselor to sign the enrollment card.

Didn't know who to make the check out to.

Yes, it was very simple.

Printout sheet is incomplete.

There were too many parts to it.

They were understandable, but not necessarily easy.

It was easy, but it was bulky and wasted a lot of paper.

Good idea, keep it up.

Because of bad printing, too many papers...very confusing.

No problem.

It took mistakes from the previous semesters to understand everything.

There was not enough explantion.

I called to be sure that the package from Mesa could be used for courses listed in other college catalogs, specifically Miramar.

I did not receive the registration materials by mail, I had to go to the Admissions Office at Mesa.

Yes, excellent...don't change.

Extremely easy to understand.

With mail registration, there is an undesirable change in policy. I cannot register the day after my appointment date.

Could use separate pieces instead of attached together.

I was unsure as to whether or not I need a counselor's signature.

They were for me but I am very proficient in English. Some of them aren't.

Schedule was late. It would have been better if it was on time.

Need to clarify just when it is necessary to get a counselor's signature before mailing in materials.

Did not receive course schedule in the mail.

QUESTION 3: (cont)

I did have a couple of questions in regards to payments, so I went into Admissions to speak with someone.

Regarding parking permit validation limits: it wasn't specified clearly about how long a parking permit was valid...meaning would a "day" permit be adequate for "evening" also? I am a day and evening student and was concerned. Other than that, you should definitely continue this process.

I have enrolled by mail at Southwestern and their forms are much easier.

I thought I had to keep my "in person" counseling date until I realized it was almost too late to register by mail, which is so much easier.

The $50.00 fee limit was a little confusing. How much should my lab cost?

Didn't know what to put in the envelope.

Are student ID cards required?

Forms are too lengthy. There were three pages just to continue in a program I have been in for four semesters.

I never opened it.

Could be more simplified.

Used the drop box in counseling.

The registration form wasn't too bad, but when I received my receipt I was confused. It's hard to tell if you are registered or not or if the class was unavailable. Maybe you could make it a little clearer on the receipt.

One mistake: $10.00 x 0 = $ 0 Proof read or no money.

When a class has a prerequisite, it would be nice to have that information included in materials (just what the prerequisite is).

Could be simplified.

Forms are too lengthy.

QUESTION 7: Did you encounter any problems with mail registration? If so, please specify.

Class schedules arrived much later than desired.

Did not receive a class schedule.

Received the wrong schedule.

First schedule received was incomplete.

Class schedule arrived after the deadline.

Received registration packet one week before it was to be returned.

Received packet for Mesa instead of ECC.

Received the packet one day before the deadline.

Didn't get enrolled in one of the classes requested. Had to go to the college.

Couldn't get a class because prerequisite could not be verified.

Did not get a class because Admissions didn't have access to VA records.

Once class was dropped as a duplicate. It should not have been.

Thought I would be able to take summer classes, but classes were cancelled. Had to rework schedule.

Was not aware I could enroll on the same form for both Miramar and Mesa Colleges.

How to choose alternate classes was not clear.

Did not know whether it was necessary to see a counselor before signing up.

Paying so soon was a problem.

Could not get a Mesa parking permit from Miramar.

No parking permit application in my packet.

Had to go to security to obtain a parking permit.

Parking fee should be optional.

Received a motorcycle permit; asked for a car permit.

Wanted a motorcycle permit but received a car permit.

Need to offer more dates for change of program.

No forms included for work experience.

I had some questions, but they were easily resolved over the phone.

Grades came in late.

Test scores had not yet been entered into computer. Had to register in person.

QUESTION 7: (cont)

Confirmation was confusing. First page showed classes not enrolled in rather than classes enrolled in.

Was not certain as to which materials to return to the college.

Could not find drop boxes on campus.

Did not have the codes for the classes.

Had trouble getting approval for credit.

Send I.D. sticker with confirmation.

I paid for 5 units, but only registered for 4. No credit balance shown on printout.

Going in on registration day to adjust schedule instead of filling out add/drop card.

Counselor not available.

Inconvenient to make a special trip to counselor for prerequisite.

Another student's registration materials were in the envelope with mine.

Didn't receive a parking sticker.

Needed a City College schedule...only got Mesa's.

Didn't understand day parking sticker was for evening too. Therefore paid for an extra sticker for evening and didn't need it.

Extend the deadline.

Missing a parking sticker.

After registering for a Math class, I was informed I needed to take a placement test. So I had to register in person.

Couldn't get counseling.

Due date too early.

Sent some materials without explanation.

Enrollment packet didn't arrive, only schedule did.

Verification of prerequisite.

A phone number for questions and authorization would be good.

Difficult to plan a schedule so far in advance.

Signed up for a class but it didn't show up on the registration confirmation.

Only the June 16th deadline.

Printout was not clear as to why courses were not available.

Problem notice was returned to me. Needed an English exam.

QUESTION 7: (cont)

Was told I lacked prerequisites I had.

Send grades out sooner so we'll know what we have to take.

Extend the "mail-in" deadline.

Did not complete a name change from my marriage.

Incorrect date given for class beginning and was not notified. Information was posted at the campus. Real clever.

Unsure of requirements to register for a special class.

Didn't receive a book in time for the first deadline.

You need my money six weeks before classes start. Who gets the interest?

Forgot to sign my check.

Not enough time.

Have a registration "hotline."

Did not send the parking permit.

Received motorcycle parking and I was enrolled in different classes.

Difficulty explaining alternate courses information.

Requested and paid for a parking sticker but didn't receive it. Had to go to the college to pick it up, which defeated the whole purpose.

Too few counselors available.

Prerequisites not checked for classes taken in the summer.

Took a long time to receive verification.

Fall semester booklet was not available.

After registering, I was sent a notice indicating I had not registered.

To add or drop you must go in person.

Received only one class because prerequisites were completed at another college and no one bothered to check.

Veterans still have to physically go to the counseling office.

Registration rejected. Incompetent person could not "bring up" history on computer.

Had to mail in on the due date.

Takes too long to get a refund.

Coincide class schedules.

Misunderstanding in the cost areas (day/eve, ASB card, etc.).

QUESTION 7: (cont)

Didn't receive my parking sticker even though I paid for it.

Problems with a counselor who didn't understand prerequisite changes.

Revise your form. Need more space to write in courses.

Only received the first page of the printout. Someone forgot to printout the second page and so I didn't know if I was enrolled or not.

Had to come in person for work experience registration.

One doesn't know when a class is closed or not.

Unable to get courses requested.

Not sure what class to take.

Confused with summer/fall registration procedures.

Had to call to get my registration materials mailed.

Processor kept sending back my enrollment forms.

ADDITIONAL COMMENTS/SUGGESTIONS:

Allow more time to return the registration packet.

Please continue mail registration.

Difficult to register so far ahead - had to schedule around work hours.

Had difficulty knowing which classes to register for so far in advance.

Send a schedule with the registration packet.

A great improvement to the system.

Mail registration is a reflection of the good work of Research & Planning.

For walk-in registration, have two people verify appointment cards.

Include a phone number on the confirmation for potential questions.

Veteran cards should be included/routed to Counseling and the Veterans Office.

Have mail registration for the summer session.

Impressed with the speed of confirmation.

Since schedules are available at the bookstore, it isn't necessary to mail them to the students.

Include a stamp for returning the packet.

Include ASB card sticker with confirmation.

There should be an advisor available to sign off "requirement met" during registration.

Liked the list of the "unavailable" classes.

Would like to be able to register at two colleges at the same time.

Should wait until the grades are in.

When classes are cancelled, students have to rework their schedule.

Drop box at City was locked after hours. Provide a 24-hour drop-off point.

Make schedules available sooner.

I had a voucher from Financial Aid and didn't know what to do with it.

When there are prerequisites, it would be helpful if they were indicated in the packet.

Mail registration avoids so much aggravation for students and staff.

Thought the "Welcome Back" letter was gaudy.

Paying tuition early is a problem.

I appreciate the opportunity of attending classes and I thank the college for its part in trying to make it possible.

ADDITIONAL COMMENTS/SUGGESTIONS: (cont)

Keep up the good work.

It's a first class operation.

Give honor students priority in registering.

The add/drop system needs improvement.

Schedule changes should be allowed to be made sooner.

Glue on the envelope did not stick so contents were lost.

Make schedules available at the Admissions Office much sooner.

The VA transactions should also be done through the mail.

Long lines were very frustrating.

Will schedules change when classes start?

Excellent idea.

Works perfectly.

All went well except for the trip to the counselor.

Give students a chance to get schedules before registration so they can mail early.

Let students with seniority register first.

Make it easier to get schedules from other campuses.

Sending registration materials in the mail without class schedules makes no sense.

Reinstate priority registration.

Mail class schedules first.

It would be nice to order a college catalog with mail registration.

Do not put students "on hold" when they call. Counseling put me on hold 6 times the last time I called.

Why does Fall semester start so early?

More social service-oriented classes.

I am pleased with Mesa.

Could pick up a class schedule at school if it were available before finals.

I have spoken to Sally and Margo in Admissions and Kathy in Counseling and they were helpful. I appreciated it. Keep up the good work.

Class schedules came 2 weeks after my registration materials.

Can I add or drop a class by mail?

Extend the due date.

Have adjustments by mail.

ADDITIONAL COMMENTS/SUGGESTIONS: (cont)

It would be nice to have the same books for the same course if they are taught by different teachers, especially for the "B" part of the course.

It's too early to evaluate the system.

Enclose more than one parking application.

Come up with a way to order books by mail.

The school system is top heavy with administration. Existence of deans is redundant. Move administration from the remote castle in Mission Valley to the school.

Would like to see the system move to a greater response to remedial education.

Why can't you send parking stickers?

Should have mail registration for adds/drops.

Need more time to complete and return materials.

Very satisfied. Saves time.

Took me 2-3 hours to register for summer session. Could use improvement there.

Would like booklists in advance to avoid the rush at the bookstore.

Mail registration is a very innovative idea. Avoids long lines.

If you're enrolling in a class that needs counselor approval, you must come to the campus anyway. You might as well register in person. Something should be done to correct the situation.

Discontinue mailing schedules for they are available at many locations on campus.

Thank you. I work full-time and have a child.

I paid for a car and motorcycle parking sticker but only received one for the car.

Get schedules out earlier.

Can you mail booklists too?

Eight to ten weeks needed for a semester.

Offer more classes.

All materials are needed for ease of registration.

Fall schedule should have been ready.

Place mail "drop box" in parking lot for 1987, along with an enrollment schedule.

Saves time.

Helpful staff.

Change deadline to the end of June.

ADDITIONAL COMMENTS/SUGGESTIONS: (cont)

Enclose a sticker on the back of the card for Associated Students, cutting down on the return trips to the campus.

Streamline the prerequisite documentation process.

Mail registration saves on tempers at the registration window.

Need better counseling on the placement exams.

Was able to plan for the semester and did not have to find daycare for my children.

More economical for personnel and staff time.

"Clean up" travel time back and forth from Registration Office to Security.

Send prerequisite and options to continuing students in the mail.

The days available between the mail-in deadline and receiving the previous semester's grade were short. Need more time.

Smarter and easier way to enroll.

City College's class offerings are poor.

Need more efficient "in-person" registration.

Questionnaire is stimulating.

Can a catalog be mailed also?

I like it. No more waiting in lines.

More evening and Saturday classes.

Idea is good but better control is needed to ensure all the materials are sent to the applicant.

Add an applicable counselor's phone number with packet.

Offer more general education classes for transfer students.

It relieves the workload for your staff, even though they have always been helpful and courteous.

Wait until July 1st or 4th to send out registration materials.

Make the forms easier to understand.

Because of the choice to enroll before others, I got all the classes I wanted.

Need extra blank spaces for student's comments/questions.

I think there should be responses to the complaints about instructors.

Keep the technical classes.

Be more descriptive when problems arise due to cancelled/closed classes.

ADDITIONAL COMMENTS/SUGGESTIONS: (cont)

Lots of problems last year. No one knew what was going on.

Didn't receive my I.D. in the mail.

Appreciate Mesa's curriculum.

Expand the number of program adjustment days.

Get rid of the drop fee.

It is much easier than standing in line.

Mail registration materials should provide specific times when counselors would be available for authorizing eligibility for courses/prerequisites.

Very difficult for students waiting for "award letter." Registration materials are due long before award letter arrives.

These questions above are very important.

Lines for "help" and "information" could be handled with more speed.

Send refunds by mail.

Picture I.D.'s may be more appropriate.

Open more classes in the summer, especially in Engineering.

Mail registration is incomplete when you still have to go to the campus to get a counselor's approval.

Need more parking.

Too long to wait for the return receipt.

Light up the walkways at night.

Excellent improvement for class registration.

School system is doing great; some teachers are not.

Would like to see a booklist before registering.

Remove dull, unmotivated instructors.

18-week semester should be reduced to 16 weeks.

How about 5:30 p.m. night classes?

Inconvenient to go to college for counselor's signature.

Mail parking permit with registration notice.

Students with more units should receive seniority for enrollment.

Extend the library hours.

Make books cheaper.

ADDITIONAL COMMENTS/SUGGESTIONS: (cont)

Extend mail-in date.

Packet needs to be simplified.

Catalogs are a web of confusion.

Rotate instructor for same subject every semester.

Don't sell more parking permits than there are spaces.

Student discounts for bus passes.

Fall semester begins too early.

Have schedules ready before the end of the previous semester.

Veterans still have to come in to be certified.

Enlarge the Computer Science department. Add professional courses such as Lotus 1-2-3, Macro Programming, UNIX System, D-Base III programs.

Intercept Survey

MAIL REGISTRATION QUESTIONNAIRE

Please check one:	YES	NO
1. Were you enrolled last semester (Spring '86)?	___	___
2. Did you receive your registration materials in the mail?	___	___
3. Were the mail registration materials easy to understand?	___	___
4. Did you receive a schedule of classes in the mail?	___	___
5. Did you feel there was enough time to complete and return the registration materials?	___	___
6. Is there <u>too much</u> time between when the registration materials are due and when classes start for Fall?	___	___
7. Did you not enroll by mail because you did not want to pay the enrollment fee so far in advance?	___	___
8. Do you intend to enroll by mail in the future?	___	___

9. Why did you choose to enroll in person? _____

_____

STUDY LOAD NEXT FALL:

- 0 Units ___
- .5- 2.5 Units ___
- 3.0- 5.5 Units ___
- 6.0- 8.5 Units ___
- 9.0-11.5 Units ___
- 12+ Units ___

GENDER:

- Male ___
- Female ___

AGE:

- Under 18 ___
- 18 ___
- 19 ___
- 20 ___
- 21 ___
- 22 ___
- 23 ___
- 24 ___
- 25-29 ___
- 30-34 ___
- Over 34 ___

ETHNICITY:

- Amer.Indian ___
- Asian ___
- Black ___
- Caucasian ___
- Hispanic ___
- Filipino ___
- Other ___

Comments/Suggestions: _____

_____

QUESTION 9: Why did you choose to enroll in person?

Came in for a workshop.

Early enrollment appointment; no lines.

No time to enroll by mail.

No cash.

Too lazy.

Easier.

Personal condition.

On vacation.

Convenient.

Waiting for Financial Aid.

Needed to see a counselor.

Forgot.

Wanted to make sure I got all my classes.

Close to home.

Missed the mail-in date.

Did not receive a packet.

Don't have to buy a money order.

Procrastination.

Didn't have time to complete packet.

For adjustment only.

Threw away materials; thought "no good" for Mesa.

Changed my mind; not sure.

Enrollment papers indicated I owed money.

Wasn't sure of my work schedule.

Like to register in person.

Not aware that the Veterans Tuition Assessment form could be mailed.

Not enrolling; came in to pay the drop fee.

Was in the area.

Forced into it.

Needed more time.

Paying cash.

QUESTION 9: (cont)

Don't like to register early.
Didn't receive a schedule.
Moved, but not received.
Didn't want to screw up the paperwork.
Needed a receipt for tuition reimbursement.
Needed to go to the bookstore.
Like having verification of enrollment, quickly.
I was worried about who would receive interest on my fee.
Had to take the placement test.
Good way to see the campus.
Stupidity; should have done this by mail.
Had the dates mixed up.
To add a class if necessary.
Not sure of classes.
Don't know enough about mail registration.
Lost my packet.
Moved; changed address.
Wanted to make sure classes coincided with my work schedule.
Vacation.
To make sure everything was okay.
Convenient.
Residency was in question.
Never received a packet.
Needed more time to decide.
Prefer to enroll in person.
Because of work experience class.
Procrastination.
Needed veterans approval.
Too busy.
No money.
Didn't want to pay the fee so far in advance.

QUESTION 9: (cont)

Changed my mind about coming.

MAC classes.

Adjustments that needed to be made.

Materials were mailed back to me.

Hold fees.

Only option left open.

Family problems.

Came with a friend.

I experienced an major "mess-up" last semester.

Attending SDSU.

Special admissions.

Wrong fee was paid.

Not sure of classes that had been closed by mail.

Needed a transcript.

First-time freshman.

Bad planning.

Registration came from Miramar College.

Fee waiver.

Needed evaluation from counselor.

Lost materials.

Wanted to get an application for my daughter.

Class selection undecided.

Needed summer session finals.

A.M.T. program changing format.

Easier and more convenient.

In the neighborhood.

First time in college.

Didn't receive materials.

Wasn't certain of other commitments.

Ensure completeness of application.

Classes not available.

QUESTION 9: (cont)

I was not available on enrollment date.

Fall schedule too late.

Needed a parking permit.

Unsafe to send money via mail.

Had several questions.

Class was cancelled at the last minute.

To be certain I would receive all the classes I needed.

Moving.

I have a scholarship.

No Choice.

Problem with prerequisite.

Packet was too complicated.

Had no appointment.

Had to add a class.

Missed the deadline.

Make sure everything was okay.

Needed to see a counselor.

Wanted to be able to ask questions if necessary.

Didn't receive my schedule on time.

Needed more time to decide.

Waiting for a list of classes I needed.

I was working and lost track to time.

I always register in person.

No particular reason.

Registration materials were lost in the mail.

Returned the mail-in, but wrote down the wrong course number.

Didn't make a difference.

Keep up the good work.

Send schedules/mail registration packet together.

Why is it cheaper for three people to each take a "3-unit" course than it is for one person to take 6 credits? ($45 vs. $50).

COMMENTS/SUGGESTIONS:

Need to see a Veterans counselor.

I love it.

Need more educational aids like in video aids.

Extend registration by mail due to not having grades yet.

Mail registration is a great idea and easy to use.

Let subjects involved know exactly what this is used for.

Fantastic, keep it up.

Thank you for being here and for being affordable.

Send out schedules ahead of time.

Enrollment fees shouldn't be due until the semester starts.

Too many questionnaires.

Need more counselors. I was in the line for 20 minutes.

Walked through registration quickly and easily.

Make the mail registration form more simple, like one page.

Received the schedule after the deadline.

I do not intend to take advantage of mail registration in the future.

Go back to 6:30 p.m.; need more time for mail registration deadline.

Excellent materials.

Stop changing your programs.

Drop the enrollment fees.

It's good to be enrolled.

The mail registration system is fantastic.

Have a follow-up program to make sure.

Mail registration is much more convenient.

Can we drop packets off at school?

Need more time to register by mail.

Bad teachers; not enough knowledge; teacher interviews before classes.

More descriptive booklet on courses.

Easier.

Increase the amount of G.E. classes.

Ensure that packets go out correctly.

COMMENTS/SUGGESTIONS: (cont)

Print the catalogs at the same time.

Get some good, wild-looking parking stickers.

Change the schedule; exact dates attract more to SDSU.

Eliminate underlining in paperwork.

Helpful staff, except counselors.

Check credit card machine.

Be a little nicer and more cooperative/patient.

Rearrange the evening classes.

Mail schedules way ahead of time.

Make it easier for veterans.

Have a phone number for students to call in and ask questions.

Have mail registration for summer session.

Use less forms.

No problems.

Booklists should be sent out at enrollment time.

Address change.

What is the purpose of this questionnaire.

Better system for registering by appointment.

Have extra packets for those lost in the mail.

Use mail registration, but rank students by units comp.

Need more parking.

Softball classes on weekends.

Would prefer to register over spring break.

Should be able to check the prerequisite through the mail.

Great school and excellent teachers.

More evening subjects taught during the day.

Remove racket out of the book system.

Consider the needs of the people already in the program.

More amplified information on suggested course load for the A.M.T. program.

Great classes and great teachers.

$5 per unit up to 9 units; then set a mandatory fee.

COMMENTS/SUGGESTIONS: (cont)

Aviation Maintenance needed more thought.

More classes in Travel/Tourism.

Counselors need to be more helpful.

Thanks for the concern.

Less time between deadline and the start of school.

Stay with 16-week semester and offer more 8-week classes in Business and General Education for day classes.

More A.J. classes at night (report writing).

I love the Miramar campus. It's quiet and easy to study at.

Seems fine to me.

Send a schedule at same time as the mailer.

Let's be brave and have a category for age 45 and older group.

Please send rosters and schedules.

Pleased with the tennis program at Miramar.

Extend mail enrollment.

You need to have an E.M.T. class in the evening.

Create a mail registration deadline at least one month before classes start.

Mail packets.

Start having classes from 5 to 8 p.m. for evening classes.

The staff in the Miramar enrollment office and even the counselors are very helpful and attentive to the students' needs. Keep it up.

Need more complete information on books required for classes.

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